



ENLOE
MEDICAL CENTER

COMMUNITY BENEFITS REPORT

#HealthierYou | 2016 |    





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November 2016

Dear Friends,

We are pleased to present Enloe Medical Center's 2016 Community Benefits Report. As your locally governed, regional hospital, our mission is "to improve the quality of your life through patient-centered care." To supplement the many patient-centered activities taking place every day within the hospital, our Community Benefits program encompasses a variety of activities aimed at partnering with individuals and agencies throughout the region to create an environment of health and well-being for all those we serve.

We're listening to you! In the following pages, we've featured highlights of just some of the health education programs and community partnerships designed to empower you to develop healthy behaviors that can lower risk factors for chronic illness and help you live well. We've also shared an overview of some of the activities we have engaged in throughout the year aimed at improving access to care while building a strong and sustainable health care system for generations to come.

We hope the contents of this report serve to inspire a #HealthierYou.

Sincerely,



Mike Wiltermood
President/Chief Executive Officer



Carol Huston, DPA
Chair of the Enloe Board of Trustees

What are Community Benefits?

Community Benefits are programs that respond to an identified community need and meet at least one of the following criteria:

- Enhance health of the community
- Improve access to health care services
- Advance medical or health knowledge
- Relieve or reduce the burden of government or other community efforts

Enloe Medical Center joined Butte County Public Health and representatives from more than 100 local agencies in 2014 to form the Together We Can! Healthy Living in Butte County partnership. Since then, we've been working to address the health needs of our community collectively. Among the top focus areas during fiscal year 2016 were:

- Addressing health issues related to substance abuse, addictive disorders and mental health
- Improving access to health care services
- Providing education for lowering risk factors and managing chronic diseases with high incidence rates in Butte County

Community Benefits By the Numbers

Community Benefits take many forms at Enloe Medical Center, including the challenges of providing quality health care for persons unable to pay or who are insured through government programs with reimbursement rates lower than the cost of providing that care, and providing frequent community education programs designed to empower individuals to live healthier.

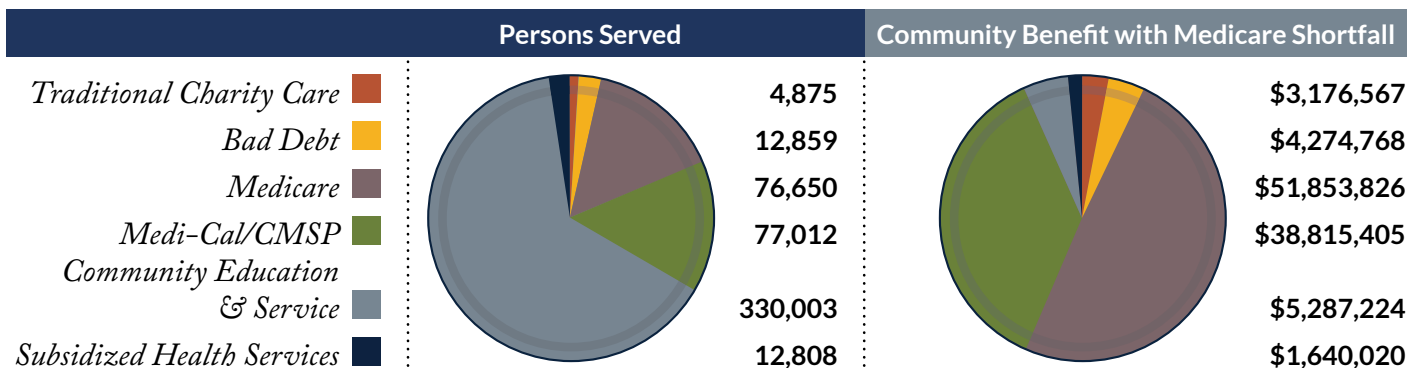
Enloe Medical Center is committed to continuing to provide quality health care for all, while working with agencies throughout the region to create a community health model that inspires a #HealthierYou.

Fiscal Year 2016 July 1, 2015 through June 30, 2016

Without Medicare Shortfall	Persons Served	Expense	Offsetting Revenue	Net Community Benefit	% of Expense	% of Net Revenue
<i>Traditional Charity Care</i>	4,875	\$3,176,567	-	\$3,176,567	0.7%	0.6%
<i>Bad Debt</i>	12,859	\$4,274,768	-	\$4,274,768	0.9%	0.9%
<i>Unpaid Costs of Medi-Cal</i>	77,012	\$153,021,187	\$114,205,782	\$38,815,405	16.9%	15.2%
<i>Community Education & Service</i>	330,003	\$5,325,317	\$38,093	\$5,287,224		
<i>Subsidized Health Services</i>	12,808	\$3,046,002	\$1,405,982	\$1,640,020		
Total	437,557	\$168,843,841	\$115,649,857	\$53,193,984		

With Medicare Shortfall	Persons Served	Expense	Offsetting Revenue	Net Community Benefit	% of Expense	% of Net Revenue
<i>Traditional Charity Care</i>	4,875	\$3,176,567	-	\$3,176,567	0.7%	0.6%
<i>Bad Debt</i>	12,859	\$4,274,768	-	\$4,274,768	0.9%	0.9%
<i>Medicare</i>	76,650	\$236,692,846	\$184,839,021	\$51,853,826	11.0%	9.9%
<i>Medi-Cal/CMSP</i>	77,012	\$153,021,187	\$114,205,782	\$38,815,405	16.9%	15.2%
<i>Community Education & Service</i>	330,003	\$5,325,317	\$38,093	\$5,287,224		
<i>Subsidized Health Services</i>	12,808	\$3,046,002	\$1,405,982	\$1,640,020		
Total	514,207	\$405,536,687	\$300,488,878	\$105,047,810		

	Charity	Bad Debt	Medicare	Medi-Cal/CMSP	Subsidized Health Services
<i>Persons Served (Count of Names)</i>	1,888	6,765	19,714	17,463	7,874
<i>Persons Served (Count of Encounters)</i>	4,875	12,859	76,650	77,012	12,808





Healthier You

Encouraging individuals and families to live a healthier lifestyle amid all the hustle and bustle of daily life is one of the goals of Enloe Medical Center's community outreach program. From hosting our annual Community Wellness Expo to monthly walks in the park with local doctors, we strive to provide the tools you need to establish healthy behaviors that could lead to a greater sense of well-being, as well as lower risk factors for chronic disease.

Community Wellness Expo

"I had fun and learned many new things that will help me as I go on."

In keeping with the theme of a healthier you, Enloe's annual Community Wellness Expo offered free flu shots and more than 40 booths featuring free health screenings and education addressing a wide range of topics. Health care professionals from throughout the Medical Center conducted more than 900 screenings, assessing a variety of health conditions, and shared ways to reduce risk factors for more serious illness. In some cases, the screenings identified health issues requiring follow-up and staff were able to assist with recommendations for appropriate steps to take in accessing care — a service especially valuable for individuals without regular medical care.

Health Screenings Offered:

- Abdominal Aortic Aneurysm Screening
- Blood Pressure Screening
- Depression Screening
- Diabetes Risk Assessment
- Flexibility Testing
- Lung Function Screening
- Metabolic Testing
- Pulse Oximetry
- Sleep Apnea Screening
- Step Test
- Stroke Risk Assessment
- Warning Signs for Pneumonia & COPD

In addition, Enloe's Community Wellness Expo brought together a number of community resources to complement the health-focused activities, raising awareness of programs available to assist with accessing healthy foods, government insurance programs, smoking cessation resources and other services to support healthy living. Plus, in a time when prescription drug abuse rates are climbing and drug poisoning deaths in Butte County are three times the state average*, Enloe partnered with Chico Police and the Butte County Department of Public Works to provide a means for safe disposal of unused/unwanted medications.

Participating Community Partners:

- California Health Collaborative
- California Health Care Options
- Chico Area Recreation and Park District
- Chico Creek Dental
- Donor Network West
- Downtown Chico Business Association
- Edible Pedal
- Noble Orchards
- North State Sleep Therapy
- Passages
- UC CalFresh Nutrition Program
- Walgreens/OptionCare

*CountyHealthRankings.com, 2015;†CommunityCommons.org, Centers for Disease Control and Prevention, National Center for Chronic Disease Prevention and Health Promotion, 2013;

‡UCLA Center for Health Policy Research, March 10, 2016, "Majority of California adults have pre-diabetes or diabetes," newsroom.ucla.edu

Diabetes Update

“Do more for the pre-diabetes people; preventive.” | “Great speaker! Presentation examples very helpful.”

In Butte County, more than 9 percent of adults have been diagnosed with diabetes[†], slightly more than the state average. And, according to a study released in March 2016, “nearly half of California adults, including one out of every three young adults, have either pre-diabetes — a precursor to type 2 diabetes — or undiagnosed diabetes.”[‡]

With the prevalence of this chronic condition in our region, Enloe Medical Center dedicated staff and resources to providing regular education on the topic. Nationally recognized diabetes specialist, Richard Aguilar, MD, returned for a Diabetes Update with strategies to help attendees “slow down the diabetes train.”

And quarterly, Enloe’s Diabetes Services team held small group pre-diabetes classes. Each featured a detailed presentation to help participants learn how to understand what their A1C numbers or a diagnosis of “pre-diabetes” means, and tips for lowering their risk for type 2 diabetes with exercise and healthy eating.

Walk with a Doc

“Why do we walk? W = well-being. A = agility. L = longevity. K = kinetics and kindness,” Mark Garrison, DO.

Continuing the program begun in 2014 following Enloe Medical Center’s last Community Health Needs Assessment, Walk with a Doc serves a dual purpose of connecting community members with local physicians and inspiring regular physical activity. Each walk is led by a physician from a different health specialty sharing recommendations for weekly exercise and good nutrition habits, explaining how both can have a positive impact on overall health. Psychiatrist Asad Amir, MD (*pictured on the front cover*), discussed how walking and exercise help to improve our mood, reduce depression, and boost memory function; in addition to the physical benefits of lowering a body’s risk of diabetes, heart disease and other chronic illnesses.

Participating physicians included:

- Asad Amir, MD - Psychiatrist
- Mark Allen, PA-C - Primary Care
- Mark Garrison, DO - Women’s Health
- Karen Ching, MD - Breast Surgeon
- Kenneth Logan, MD - Diabetes Specialist
- Amy Dolinar, MD - Pediatric Hospitalist
- Christopher Massa, MD - Cardiologist
- Paul Wassermann, MD - Pediatrician
- Emily Hartmann, MD, MS - Plastic Surgeon
- Isaac Barthelow, MD - Ophthalmologist
- Jon Ferguson, DO - Nephrologist

In 2016, Enloe partnered Walk with a Doc with the annual Growing Healthy Children Run & Walk to create a “frequent walker” program. Families were encouraged to join at least two of the monthly walks prior to the 5k run in support of families exercising together, inspiring healthy habits for all ages.

Bike Chico Month

In May 2016, Enloe Medical Centered partnered with the Butte Bicycle Coalition and Chico Velo to promote Bike Chico Month. During Bike to School Week (May 9-13), we took Street Smart, program mascot for ThinkFirst, National Injury Prevention Foundation, to local elementary schools.

Street Smart celebrated kids who safely biked, scootered or walked to school — especially those who wore their helmets!



Healthier Community

Creating a healthy community takes more than just providing health care during times of sickness or injury. It requires dedication toward a better educated population, one that embraces healthy behaviors and supports preventive actions. It relies on an awareness of social determinants and a concerted effort to remove existing barriers to well-being.

Among the social determinants of health that affect a community are poverty, limited access to healthy foods, access to health care services, limited transportation options, social norms and attitudes, language barriers, and availability of community-based resources in support of community living.* In Butte County, many residents struggle with poverty (*more than 21 percent of adults live below the poverty level[†]*) and limited access to healthy foods (*18 percent of residents experience food insecurity[‡]*). We continue to face a shortage of doctors, with only one primary care physician per 1,530 residents, compared with a state average of 1-to-1,270.[‡] And 21 percent of Butte County adults are still uninsured.[‡]

Enloe Medical Center is committed to working collaboratively with agencies throughout the region to address these issues and more, moving toward a healthier community.

Together We Can! Healthy Living in Butte County

Since its beginning in 2014, the Together We Can! Healthy Living in Butte County partnership has brought together more than 100 agencies from throughout the county to collaboratively address the top health needs as identified in the Community Health Status Assessment. Several representatives from Enloe Medical Center actively participate in work groups developed in response to the Community Health Improvement Plan. Among the objectives are:

- Decrease misuse, abuse and dependence on prescription and illicit opioids
- Increase provider collaboration to help save lives against substance abuse
- Eliminate food insecurities through existing services and resources
- Connect homeless individuals to available services
- Reduce the prevalence of tobacco and nicotine product use
- Address childhood obesity rates

Supported Programs & Community Partners: American Foundation for Suicide Prevention: Out of the Darkness Walk | American Lung Association | Butte County Sheriff's Search & Rescue Team | CASA Superhero Run | Celebration of Life 5k | Chico Area Recreation and Park District (CARD) | Chico Chamber of Commerce | Chico Little League | Chico Performances | Donor Network West |



Health Education, Resources & Awareness Programs

Throughout the year, Enloe Medical Center partnered with agencies who share our mission of creating a healthier community, to raise awareness of available resources and provide education on a variety of health-related topics.

- *Butte County Drug Abuse Prevention Task Force* | A collaborative group of physicians, mental health professionals, educators and others, the goals of the task force have been to create a uniform safe-prescribing guideline across all Butte County hospitals; educate health care professionals on topics related to substance abuse, especially as related to the growing opioid addiction rates; and promote safe disposal sites throughout the county.
- *Smoke-Free, Vape-Free & Drug-Free Night* | Representatives from Enloe's Stroke Program joined the American Lung Association, Downtown Chico Business Association (DCBA), American Cancer Society and others for a night in the City Plaza promoting an environment free of tobacco and drug use.
- *Help Central Inc. and Butte 2-1-1* | This free online database and telephone resource center helps connect Butte County residents with low-cost and no-cost health and human services throughout the region. Referrals to Butte 2-1-1 are an integral resource in raising awareness of programs to address many of the social determinants facing members of our community, including enrollment in the CalFresh food benefit program, support for accessing government funded insurance programs and other essential services. Referrals to Butte 2-1-1 are one of the tools used to assist patients post-discharge with establishing ongoing support services for improved well-being.
- *Growing Healthy Children Run & Walk* | More than 300 children, along with their parents, grandparents, friends and neighbors, participated in the 10th annual Growing Healthy Children Run & Walk. This free event

Support Groups

Enloe Medical Center offers a wide range of support groups to provide valuable information and comfort to those living with chronic disease or illness.

- ALS Support
- A.W.A.K.E. (sleep apnea)
- Bariatric Buddies
- Bereavement Support
- Cancer Support
- Diabetes Support
- Head Trauma
- Healthy Hearts
- Huntington's Disease
- Infertility Support
- Ostomy Support
- Second Wind Pulmonary
- Multiple Sclerosis (MS)
- Stroke Support

**healthypeople.gov, Healthy People 2020, social determinants of health; *togetherwecanbc.com, Community Health Status Assessment; *countyhealthrankings.org, 2016*

Downtown Chico Business Association | Gateway Science Museum | Girls on the Run of Butte County | Growing Healthy Children Walk & Run | Hispanic Resource Council, Día del Campesino | Making Strides Against Breast Cancer | Mother's Milk Bank | National MS Society: Walk MS-Chico | North State Public Radio | Relay for Life | Run for Food | Safe & Sober Grad Nights





serves to inspire kids of all ages to get out and get moving, addressing the growing epidemic of childhood obesity through physical activity and proper nutrition.

- *Breastfeeding Education & Breast Milk Drive* | Enloe Medical Center partnered with Mother's Milk Bank for the second year in a row, raising awareness about the importance of breast feeding on early childhood development. Health professionals learned about breast milk donation in a continuing education forum, followed by a community event bringing together local resources for babies and moms, along with education about becoming a donor. At the event, one local mom donated an estimated 600 ounces of frozen breast milk!
- *Help & Hope for Alzheimer's Disease* | More than 5 million Americans are living with Alzheimer's disease, including an estimated 8.2 percent of Medicare and Medi-Cal beneficiaries in Butte County.[†] To help raise awareness of this chronic condition, Enloe Medical Center partnered with our local Alzheimer's Association chapter to welcome nearly 200 people to this presentation about the causes, early identification and future treatments for Alzheimer's disease.
- *Healthy Aging Summit & Senior Expo* | This community event, hosted annually by the Chico Area Recreation and Park District (CARD), brought together resources for seniors, ranging from insurance and health education, to cooking demonstrations, free health screenings and access to free phone programs. As a sponsor and planning partner, Enloe Medical Center helped raise awareness for the program, in addition to providing balance and blood pressure screenings, and diabetes and nutrition education.

Social Media & Health eLibrary

Meeting people where there are is one way to successfully deliver a message — especially one of health and change. More and more people are turning to social media and the Internet for information. In response to this shift in how people are seeking health information, Enloe Medical Center hosts a comprehensive Health eLibrary on our website and often refers to it through articles, quizzes and health calculators we post and share on social media. #HealthierYou has become a call to action, challenging our community to embrace a proactive approach to well-being and making healthier choices.

Offering an array of online health assessments from acid reflux and alcohol use, to understanding your response to stress, visitors to the site can test their knowledge or assess their personal risk factors for a multitude of health conditions. Armed with some baseline information, additional resources provide more in-depth details about the condition or direction for next steps in identifying appropriate follow-up services or care.

“Grateful to have these events.”

“Thank you, Enloe, for putting on these informative events!”

“YOU GUYS ARE AWESOME!
THANK YOU SO MUCH!!”

“I had fun and learned many new
things that will help me as I go on.”

“Last year, I had 189
blood pressure; today,
with medication, 124.
Yeah!”

IN YOUR WORDS...

“Do more for the pre-diabetes people - preventive.”

“Great resources
and free screenings!
Thanks!”

“Great speaker! Presentation examples
very helpful in making ideas clear.”

“Great program.
Mary is awesome!”

“This was fun!” :)

“Came for the medication disposal and, wow, had to make the
rounds. Thank you! Looking forward to your next one.”



Affecting Social Norms and Attitudes

Substance abuse and mental illness are issues many Butte County residents face, yet the pervasive cultural response to both remains unhealthy. Twenty-eight percent of adults in Butte County have a diagnosed mood disorder, including 7.6 percent diagnosed with bipolar disorder, and still it's a topic many find difficult to discuss. More than 21 percent of adults struggle with substance use,[†] yet there remains an apathy toward binge drinking and availability of drugs in our society.

- *"Pack Up Your Sorrows"* | More than 200 people attended this film premier during which singer-songwriter Meg Hutchinson shared her journey with bipolar disorder. The documentary included enlightening interviews with notable public figures and experts in the field of mental illness. After the film, Hutchinson participated in an open and personal question-and-answer session with members of the audience.
- *Understanding the Wounded Client* | What started out as a professional education program aimed at health care providers treating patients with trauma and addiction issues quickly became an open forum for health professionals in all areas of mental health and addiction, as well as community members searching for guidance. Presented in partnership with Skyway House, the program looked closely at how trauma and addiction affect the brain, body and soul. "Your neighbors, friends and relatives are going through this (trauma and addiction of all types)," presenter Curtis Buzanski, LMFT, LAADC said. "Nobody is talking about it, though. If we can come together to release some of the stigma, we can make a difference. It's important to remember these are good people with a bad disease."

Advancing Clinical Knowledge & Access to Care

Training the next generation of health professionals and providing a clinical setting for ongoing professional development of current medical staff is an integral part of Enloe Medical Center's commitment to a healthy community.

In fiscal year 2016, Enloe provided nearly \$3 million toward advancing the clinical knowledge of physicians, nurses, health technicians and students aspiring to a career in medicine.

Professional Development

In fiscal year 2016, more than 300 physicians, nurses, technicians and other clinical professionals participated in Continuing Medical Education (CME) programs hosted by the Enloe Education Center. Among the topics were *Infertility & Genetic Technology*, *Prompt Care Education* and *Working with Transgender Patients*.

In addition, we partnered with the Butte County Office of Education, Butte County Behavioral Health - Prevention Unit, California Health Collaborative and Chico Unified School District to welcome back renowned addiction specialist and medical director of the New Leaf Treatment Center, Dr. S. Alex Stalcup, for an *Addiction Medicine Update*.

“How do you know if a person is addicted?” asked Dr. Stalcup of the capacity crowd. “Ask this one question, ‘Does it take more (___) than it used to for you to get high?’ If the answer is yes, there is help available.”

Enloe’s Education Center also hosted a number of continuing education symposia, attended by more than 600 health care professionals throughout the year. Topics covered included:

- Cardiovascular Care
- Colorectal Cancer
- Critical Care
- Emergency Medical Services
- Neurological Care
- Oncology
- Orthopaedics
- Pediatrics
- Pulmonary Medicine
- Wound Management

Throughout the year, more than 1,700 health professionals participated in *grand rounds* and *case reviews*, discussing patient care in a variety of specialty areas, including:

- Angiography
- Behavioral Health
- Cancer (Head/Neck, Breast and Colorectal)
- Cardiovascular (CV)
- Neurology
- Neuro-Radiology
- Pediatrics
- Trauma

In addition to providing education and a sharing of ideas for professional development, the case review sessions offer an opportunity for health care providers to explore more detailed topics within the specialty areas that relate to specific areas of high need and/or underserved and vulnerable populations. Among the topics covered in the pediatric rounds were *Drug Exposed Newborns*, *Pediatric Asthma & Bronchiolitis*, *Physician Committed Screening* (a tool used for identifying mental health and addiction issues in youth), and *Management of Pediatric DKA*. Behavioral Health case review topics included *Promotores & the Latino Community*, *LGBT*Q+*, and *Small County Wellness Training*.

Clinical Education

Enloe Medical Center staff spend thousands of hours annually mentoring students pursuing a field in medicine. From participating in high school career fairs and ROP programs, to working side by side with nursing and therapy students in a clinical setting, we are dedicated to fostering the next generation of health care providers.

More than 1,500 students participated in *recruiting and career fairs* at local high schools, as well as *job shadowing* where students interested in future educational opportunities had an opportunity to observe professionals in their field.



Patients

By the Numbers

190

Heart Surgeries

490

Rehabilitation Inpatients

583

Trauma Activations

777

FlightCare Transports

789

Behavioral Health Inpatients

1,577

Deliveries

6,188

Same-Day Surgeries

17,277

Patients Seen for Diabetes

64,025

Emergency Room Visits

245,744

Total Patients Served

Clinical rotations were provided for 165 students from 18 schools across the country in the fields of hospital administration, physical therapy, occupational therapy, speech therapy, as well as for licensed vocational nurses (LVN) and registered nurses (RN). Participating schools included:

- Butte College
- Carrington College
- CSU, Chico
- CSU, Sacramento
- CSU, San Jose
- Dominican University of California
- Missouri State University
- Mount St. Mary's
- Pacific University
- Sacramento City College
- UC, San Francisco
- University of Indianapolis
- University of Montana
- University of New England
- University of Puget Sound
- University of St. Augustine
- University of Washington
- University of the Pacific

Physician Recruitment

Access to care continues to be a challenge in Butte County. Over the past year, representatives from Enloe Medical Center have participated in a county-wide "access to care" work group, exploring ways to creatively and collaboratively address the issue. In addition, our recruitment team has been actively recruiting physicians to the region in both primary care and specialty areas.

In fiscal year 2016, 31 physicians joined Enloe's medical staff in 19 different specialties.

- Anesthesiologist (1)
- Breast Surgeon (1)
- Family Practice (2)
- Foot/Ankle Orthopedic Surgeon (1)
- Gastroenterologist (1)
- Hematology/Oncology (3)
- Hospitalists (7)
- Intervention Cardiology (1)
- Neurosurgeon (1)
- Non-intervention Cardiologist (1)
- Obstetrics and Gynecology (2)
- Ophthalmology (1)
- Oral & Maxillofacial (1)
- Orthopedic Trauma Surgeons (2)
- Pediatric Hospitalist (1)
- Physical Medicine & Rehabilitation (2)
- Plastic Surgeon (1)
- Radiation Oncologist (1)
- Radiologists (4)



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OUR MISSION

to improve the quality of your life through patient-centered care.



ENLOE
MEDICAL CENTER

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